

## **Minutes of Board Meeting**

**April 16, 2014**

**10:00 a.m.**

### **Present**

Trummie Patrick, Chairman  
Jeff Wigington  
Todd Cowan  
Lynda Coker  
Carolyn Roddy  
Virginia Galloway

### **Not Present**

Kelly Gay  
Anthony Heath  
David Connell

Also attending the meeting from the Office of the Attorney General was Ms. Amy Radley.

### **Establish Quorum/Call to Order**

Chairman Patrick confirmed the presence of a quorum and called the meeting to order at 10:04 a.m.

### **Approval of Minutes**

Chairman Patrick called for a motion regarding the minutes from the March 12, 2014 board meeting. A motion was made to approve the regular meeting minutes as presented; the motion received a second and was passed with unanimous approval by the remaining Board members.

### **Commissioner's Report**

Commissioner Mikell began by informing the Board of the CSC's performance. The average statewide wait-time for 25 consecutive days was under 30 minutes. Four times during this period we have had 19,000+ daily transactions; two times we had 18,000+ transactions; and five times we had 17,000+ transactions. In March we served over 337,000 customers with a statewide average wait-time of less than 32 minutes.

Commissioner Mikell then briefed the Board about the Governor's Winter Storm Task Force. One project recommendation the Task Force endorsed involves DDS. We will be involved with educating the public on winter weather driving. DDS will look for opportunities to promote inclement weather driving skills such as including more information on our website, exam practice test and press releases.

Commissioner Mikell informed the Board about our recent Social Security Administration (SSA) audit. We were given a very detailed questionnaire to complete and we had an on-site visit. The audit was extensive, and there was only one audit finding which requires that we include in our written procedures that, in the event of a breach of social security data, DDS will inform SSA within one hour of

the event. The Commissioner stated we have already updated our standard operating procedures to include this requirement.

Commissioner Mikell announced to the Board that since our last meeting we have had our 3<sup>rd</sup> DDS University graduation ceremony. There were 136 graduates and 19 have completed the CDL training.

Commissioner Mikell informed the Board of some recent projects that DDS has been working on. One project is the Veteran Marker on the driver's license which was previously available to only those individuals who served during statutorily designated combat time. We have worked with the Department of Veterans Service and now the Veteran Marker is available to all veterans and it remains free to those who served during combat time. During a presentation at Fort Benning, the Governor thanked both agencies for working together and making this available for our Veterans.

The second project mentioned by Commissioner Mikell that DDS is working on is including the customer's blood type on the driver's license. We will begin including blood types at the customer's request and the customer will be able to request this by filling out the appropriate information on the standard form completed by all customers who seek any change to their driver's license or ID card.

Another project the Commissioner mentioned is regarding call center performance. He stated that we are not answering as many calls as we would like to. We have been aggressively looking at what is slowing us down. We met with a consultant who will be on the property for the next 60-90 days to give us some assistance on how we can do a better job in our call center.

The Commissioner informed the Board about the new Commercial Driver's License (CDL) Medical Certification process. We have an estimated 275,000+ CDL holders and of that number, less than 40,000 have not submitted their newly required medical certification documents to DDS. The Federal Motor Carrier Safety Administration (FMCSA) requires all states to downgrade drivers who have not complied by January 30, 2014. Notices have been mailed informing customers of the potential downgrade. Also, there has been an investigation surrounding a Georgia doctor who is accused of issuing fraudulent CDL medical certifications. It has been determined that approximately 4,500 drivers, mostly Georgians, had medical certificates signed off by this doctor. It has been determined by FMCSA that these drivers will have to repeat the process for obtaining a CDL and they have been notified of this by FMCSA.

Our facilities update was given by Deputy Commissioner Spencer Moore. We currently have six projects underway for new or replacement centers. The RFP for the new building in Atlanta is in the "Best and Final" period. This will end on April 24, 2014. The selection committee will make its recommendation between the final contenders. In Cobb County, we are establishing new facilities in Marietta and Kennesaw. The contractor RFP was issued by the County and a builder has been selected, CHOATE. In Paulding County, DDS and the Paulding County Board met on April 7, 2014 to discuss the bond appropriation of \$1.2 million dollars approved for FY 2015. It was determined that Paulding County will need to deed the property of the building location over to the State Properties Commission, and future negotiations around the RFP for construction will need to include Georgia State Financing and Investment Commission (GSFIC). Our next meeting will be with GSFIC on May 1, 2014. A CSC will soon be located in Bainbridge as a full-time center. On April 10, 2014, DDS met with the City Manager of

Bainbridge to discuss potential building improvements required to accommodate DDS issuance needs. The proposed site was originally a welcome center and will only require slight modifications to meet the perspective needs. In Fort Benning, DDS has requested approval of the use of approximately 1,500 sq. ft. of space located on the army base. We are currently waiting on the Army Corp of Engineers to complete a feasibility study before we are able to proceed with the next steps. This will be a part-time facility staffed out of the Columbus CSC.

Commissioner Mikell introduced Michael Mitchell, Director of Governmental Affairs, to update us on legislation. Mr. Mitchell stated that Senate Bill 298 is expected to be signed next week. Senate Bill 298 would allow DDS to partner with public and private schools in order to administer the knowledge test. Annually, DDS administers 150,000 knowledge tests at our centers. This bill would also allow DDS customers who use certain online services to drive legally on the DDS online service receipt while their permanent card is being mailed. Senate Bill 298 also allows driver schools, such as DUI driving schools, to increase the fees they charge customers.

Senate Bill 326 relates to members on the boards of state agencies. This bill states board members who are not physically participating in the board meeting cannot claim the per diem. House Bill 774 is a Department of Transportation clean-up bill which clarifies the Department of Transportation as the agency for maintaining accident reports, which releases the responsibility of DDS to maintain such reports. Senate Bill 365, the Criminal Justice Reform Committee's bill, is a piece of legislation that, in part, would waive a controlled substance driver's license suspension if the underlying conviction did not involve the use of a motor vehicle. This bill would give more discretion to judges in accountability courts, specifically drug courts. And lastly, House Bill 60 will allow licensed gun carriers to enter a government building that is open for business unless there are screening personnel at the entrance of the building. This bill has yet to be signed by the Governor.

Commissioner Mikell introduced Michele Jordan, Budget Director, to update us on the FY 2015 budget. The FY 2015 budget has been passed and signed by the Governor. In addition to our base budget, DDS could receive \$725,000 to fund 53 part-time positions, which were previously funded from a grant with the Department of Homeland Security. The Governor and the General Assembly graciously agreed to fund these positions for 2014 and 2015. For FY 2015 we received \$278,000 for a 1% increase in wages for our employees, who have not had an increase since 2008. We also received funding for the Atlanta, Ft. Benning and Bainbridge CSCs. We have received bond money to cover the cost of ten vehicles and for the new Paulding County CSC.

Commissioner Mikell informed the Board about changes to our standard application form, the DDS-23, which has been adjusted to meet the requirements of O.C.G.A. 50-36-1. The statute, among other things, requires customers applying for a public benefit to attest that they are a U.S. Citizen, a permanent legal resident, or a non-immigrant having legal presence.

Lastly, Commissioner Mikell introduced to the Board our new General Counsel, Ms. Cassandra Williams. She was a senior associate focused on employment law and worker's compensation law with Drew, Eckl, and Farnham. She was also a Senior Assistant Solicitor-General for DeKalb County for 3 years. Ms.

Williams received her undergraduate degree from the University of South Carolina and her Law degree from the Thomas M. Cooley Law School in Michigan. She was on the Dean's list and Honor Roll for both undergraduate and law school.

### **Rules for Initial Adoption**

Cassandra Williams, General Counsel, reviewed the following rules for consideration:

- 375-3-1-.32** Eligibility for Veteran Designation with American Flag Symbol on Driver's License and Identification Card
- 375-3-3-.09** Extension of Temporary Driving Permits. Amended.
- 375-7-4-.09** Acceptance of Documentation from Equivalent Military Programs
- 375-3-1-.02** Applications and Supporting Documentation
- 375-5-2-.02** Definitions
- 375-7-4-.06** Coach Qualifications. Amended.

Todd Cowan motioned to approve the initial adoption; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

### **Petitions for Waiver**

Terry Baxter – He is seeking a driver's license. He has a US Air Force hospital birth certificate, a DD214 for his father, his DD214, a marriage certificate, a Form SSA-1099, a Social Security card, a US Marine Corps Certificate, a US Marine Corps meritorious award, a GED and a vocational school certificate. Ms. Williams stated that the Department supports the approval of the waiver.

Lynda Coker motioned to approve the waiver; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

John Kenon Bey – He is seeking a driver's license. He has a copy of his birth certificate, an expired Georgia driver's license from 2005 and 2014, an ID from Moorish Holy Temple, a social security card and other documents from the Moorish Holy Temple. Ms. Williams stated that the Department does not support the approval of the waiver because Mr. John Bey does not have sufficient documentation to support the name he is requesting for his driver's license.

Jeff Wigington motioned to deny the request for waiver; Todd Cowan seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

Alice Cunningham – She is seeking a driver's license. She has a copy of her birth certificate, her first marriage license, a divorce decree, a physician certificate, a pre-marital exam, a current marriage certificate, a civil service record (1985), a personnel action form, a DD214 from her husband, a tax return (2013), a joint check, a social security card, a Mississippi driver's license and a military ID card. Ms. Williams stated that the Department does support the approval of the waiver.

Carolyn Roddy motioned to approve the waiver; Jeff Wigington seconded the motion with unanimous approval by the remaining Board members.

Valerie Isaac – She is seeking a driver's license. She has a copy of her birth certificate, a marriage license, a first divorce decree, a second divorce decree, a Florida license and a Social Security statement. Ms. Williams stated that the Department does not support the approval of the waiver because there is insufficient history or documentation between the name changes and the divorces.

Jeff Wigington motioned to deny the request for waiver; Carolyn Roddy seconded. The motion to deny the request for waiver was unanimous among the remaining Board members.

### **Resolution**

The Board approved a resolution to be submitted to GSFIC for the construction of a customer service center in Paulding County.

Lynda Coker motioned to approve the bond; Carolyn Roddy seconded the motion with unanimous approval by the remaining Board members.

### **New or Old Business**

The next Board meeting is scheduled for May 14, 2014 at 10:00 a.m.

### **Adjournment**

There was no further business to discuss; Chairman Patrick called for a motion to adjourn. A motion was made by Lynda Coker; Carolyn Roddy seconded the motion with unanimous approval by the Board.

Respectfully submitted,

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Kelly H. Gay, Secretary